

BUSINESS ANALYST II

GENERAL DEFINITION OF WORK:

FLSA Status: Non-Exempt

Under general supervision, to assist in the preparation of basic evaluations of existing or proposed computer based systems; to participate in systems analysis and/or project efforts involving computer based functional requirements; participates in acceptance testing; and to do related work as required.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Analyzing needs; assisting in the design, development and testing computer systems and programs; preparing proper program documentation and application related documentation; providing technical support; writing basic Crystal Reports; training users.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Researches and gathers information to evaluate new and existing software and hardware technologies which could help improve user efficiencies.
- Works with users and developers to gather specifications for new applications as well as changes to existing applications.
- Acts as liaison between vendors and user departments.
- Receives and troubleshoots problems across hardware, operating systems and applications.
- Serves as support for user departments on networked devices such as scanning equipment, applications systems such as Adobe, MS Office and all other enterprise and some departmental applications.
- Develops, tests and implements Crystal Reports.
- Creates and maintains user accounts on various application systems.
- Performs hardware and software installs as directed by IT management.
- Coordinates, plans and executes vendor software and database system upgrades/patches at the direction of the software vendor.
- May perform general and preventative maintenance including backups and data restoration.
- Assists in the preparation of procedural documentation on use of system and application software.
- Assists with in-house training sessions.
- Assists with maintenance of County's internet and intranet websites; scans and formats images for websites; converts documents to web appropriate format; assists with the creation of databases and web applications that interact with databases.
- Assists in the preparation of short range automation plans for the County Government.
- Assists with system design documents at the system or subsystem level.
- Assists with program specifications, forms design, instruction, and/or procedure manuals as required.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of principles of computer systems, procedures, analysis and some design; general knowledge of the capabilities of current programming languages and software packages, ability to analyze, install, maintain programs with the capability of assisting in the development of logical solutions to problems; ability to assist in the development of the procedures for the performance of all municipal information services; ability to assist users in solving basic hardware and application related problems; ability to train and provide support to computer users; ability to prepare reports and communicate technical information effectively both orally and in writing; ability to establish and maintain effective working relationships with associates and user department personnel.

EDUCATION AND EXPERIENCE:

Requires combination of education, training, and experience equivalent to an Associates degree in computer science or related field; **and** 6 years experience in analysis of business operations, especially related to the use of automated technology; **or** a Bachelors' degree in computer science or related field; **and** 2 years experience in analysis of business operations, especially related to the use of automated technology.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

conditions.

SPECIAL REQUIREMENTS: None.